

**GENERAL DEFINITION OF WORK:**

Under general supervision, assists in the preparation of basic evaluations of existing or proposed computer based systems; participates in systems analysis and/or project efforts involving computer based functional requirements; recognizes business problems and works proactively on technical solutions; prepares detailed procedural documentation; participates in acceptance testing; and does related work as required.

**ESSENTIAL FUNCTIONS/TYPICAL TASKS:**

**Analyzing needs and making recommendations; assisting in the design, development, and testing of computer systems and programs; responsible for program management including oversight of project schedules, budgets, and meeting facilitation; preparing proper program documentation and application related documentation; providing technical support; writing basic reports from a database using a business intelligent or reporting service tool; training users.**

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Researches and gathers information to evaluate new and existing software and hardware technologies which could help improve user efficiencies.
- Works with users and developers to gather specifications for new applications as well as changes to existing applications.
- Acts as liaison between vendors and user departments and works collaboratively with individuals at all levels of the organization.
- Manages projects through full program life cycle. Coordinates, leads, and documents project meetings and works with user departments to manage action items and timelines.
- Understands assigned business partners' functions and processes, proactively recognizes business problems and implements technology based solutions.
- Understands and furthers the IT department's overall vision and assists business partners in adopting applications and processes that work within that vision.
- Receives and troubleshoots problems across hardware, operating systems and applications.
- Serves as support for user departments on networked devices such as scanning equipment, applications systems such as Adobe, MS Office and all other enterprise and some departmental applications.
- Develops, tests, and implements database reports using a business intelligent or reporting service tool.
- Creates and maintains user accounts on various application systems.
- Performs hardware and software installs as directed by technology management.
- Coordinates, plans, and executes vendor software and database system upgrades/patches with guidance from the software vendor; evaluated vendor recommendations to determine appropriate action.
- May perform general and preventative maintenance including backups and data restoration.
- Assists in the preparation of procedural documentation on use of system and application software.
- Assists with in-house training sessions.
- Assists with maintenance of Division's internet and intranet websites; scans and formats images for websites; converts documents to web appropriate format; assists with the creation of databases and web applications that interact with databases.
- Assists in the preparation of short range automation plans for the Division.
- Assists with system design documents at the system or subsystem level.
- Assists with program specifications, forms design, instruction, and/or procedure manuals as required.
- Performs related tasks as required.

**KNOWLEDGE, SKILLS AND ABILITIES:**

Comfort and facility with computers and software applications required. Strong written and oral communications skills including tact required. Must be able to work independently. Must be able to work effectively with individuals at all levels of the organization and be comfortable leading work groups. Must display organization, initiative, and independent judgement. General knowledge of principles of computer systems, procedures, analysis and some design; general knowledge of the capabilities of current programming languages and software packages, ability to analyze, install, maintain programs with the capability of assisting in the development of logical solutions to problems; ability to assist in the development of the procedures for the performance of all municipal information services; ability to assist users in solving basic hardware and application related problems; ability to train and provide support to computer users; ability to prepare reports and communicate technical information effectively both orally and in writing; ability to establish and maintain effective working relationships with associates and the general public.

**EDUCATION AND EXPERIENCE:**

Any combination of education and experience equivalent to a Bachelor's degree with course work in computer science or a related field preferred. Some experience working with IT applications and/or project management required. Experience creating Sharepoint applications or programming preferred. Experience building reports in SSRS or Crystal Reports strongly preferred.

**PHYSICAL REQUIREMENTS:**

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires fingering, grasping and repetitive motions; vocal communication is required for expressing or exchanging ideas by Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

means of the spoken word; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for depth perception, color perception, preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

**SPECIAL REQUIREMENTS:**

Possession of an appropriate driver's license valid in the Commonwealth of Virginia.